

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of: Wood, Douglas Serial No. 10/689,500 Filed: 10/20/2003 For: “SYSTEM AND METHOD FOR ROOT CAUSE LINKING OF TROUBLE TICKETS”	Group Art Unit: 2114 Examiner: ASSESSOR, Brian J. Customer Number: 25854
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AMENDMENT AND RESPONSE TO OFFICE ACTION

Commissioner for Patents
Mail Stop Amendment
P.O. Box 1450
Alexandria, VA 22313-1450

October 10, 2006

Sir,

In response to the Official Action dated 07/11/2006, please amend the above-identified application as follows:

A Listing of the Claims, including any Amendments reflected therein, begins on page 2 of this paper.

Remarks/Arguments begin on page 5 of this paper.